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DEVELOPMENT****Formal Communication**

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TO: WIB Directors

FROM: William R. Miller, Director, WIA Administration

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**Workforce Investment Act - Technical Assistance Bulletin
WIA-TAB 2003-003****Service Tiers & Partner Services**

The following is meant to add clarity to existing law, regulation and policy.

Policy & Planning and Evaluation staff discussed an issue related to tiers of service raised by one of the WSAs. The basic issue deals with tiers of service when WIA is not funding the service level. The reporting requirements indicate that those services are to be entered into the reporting system if the individual is enrolled at any level of WIA. The question is – If WIA is not funding the level of service does documentation need to exist to show the movement to that tier of service?

The objective we are striving for is to minimize the bureaucracy especially when partners are assisting in providing services to the WorkOne customer. We don't want to have to go through the artificial process of moving an individual to a higher level if WIA is not paying for activities at that higher level. A key point is with the supportive services. The Act/Regulations are clear that supportive services can be given to any WIA enrollee and they are specifically left out of the services listed under each tier. Our interpretation is that supportive services can be given to a WIA enrollee and we do not need to worry about what tier they are in, nor do we need to classify the supportive services by tier.

A summarization of our position is outlined below:

- If WIA is not paying for the service, documentation on the migration to that tier of service is not necessary.
- At the point that WIA pays for any part of a service, documentation on the migration to the appropriate tier of service is required.

- Supportive services do not belong to tiers of services and can be paid regardless of what tiered services WIA is paying. Example: WIA enrolled at the core level; Vocational Rehabilitation is paying for training services; WIA can pay supportive services without migrating the individual to the training level.
- Once a participant receives WIA funded activities that require registration, all activities/services provided to the client should be tracked in the PMIS system, whether WIA funded or partner funded (unless the activity/service is Wagner-Peyser funded and entered in the CS3 system) if the partner-funded activities are part of a joint service strategy.

[illegible]